



PSYCHIC

switchboard ltd

(Including Psychic Live Services Ltd)

MANUAL





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TAROT READER GUIDELINES

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WELCOME TO THE TAROT LIVE READER SERVICE OFFERED BY PSYCHIC SWITCHBOARD LTD

Thank you for your interest in becoming a Self-employed Psychic/Tarot Card Reader ('**Reader**'). Psychic Switchboard Ltd and Psychic Live Services Ltd ('**PSL**') are established telecommunications companies and service provider of high quality telecommunication services.

Since 2006 PSL have a premium brand called Kooma: [**www.kooma.co.uk**](http://www.kooma.co.uk) and various other brands.

This guide will explain how you can provide services via PSL as a self-employed Psychic/Tarot Reader. It covers readers who are active on our voice and/or instant messenger platforms.

Have a good read and don't hesitate to contact us if you have further questions.

I) How to become a self-employed Psychic/Tarot Reader

Read carefully these Guidelines to fully understand what providing this service involves. To be able to provide services via PSL as a self-employed Reader you must return the following documents fully completed:

- Information sheet
- Biography sheet
- Signed independent Self-Employed Contractor contract (PSL copy only)
- Recent (good quality) photo

Once we have received these information you will be contacted to confirm all your details and to schedule a reading test.

Please note that **you are not employed or engaged as a worker by Psychic Switchboard Ltd. you are a self-employed contractor** working independently for yourself. **You are responsible for your own Tax and National Insurance payments.** You are paid gross fees and you must register as a Self-employed person with HMRC and ensure that all statutory obligations are fulfilled.

You will be asked to sign your contract before commencement of any services via PSL confirming that you fully understand this fact. Various tax relief measures for you might be available depending upon your circumstances and it may be possible for you to get reductions on your electricity, water or gas, as you will be working from home.



II) Being a Reader

PSL and Kooma operate 24 hours a day, 7 days a week and we aim to ensure peak hours are fully covered by Readers.

The aim of this is ultimately to offer a valued and quality service to callers. Good Readers are able to build up their own group of regular callers, thereby increasing their business and earning potential.

The basic requirements for Readers are:

- Have a genuine interest and experience in Psychic/Tarot readings
- Be friendly and empathic
- Good manner
- Be self-confident
- Good verbal communication skills
- Must be over 18 years old
- Be professional and disciplined to follow rules and guidelines

Different callers will have different questions. It is important that the caller is given the appropriate reading according to what they have said to the Reader.


III) Earnings

Rates and Payments

PSL reserves the right to increase/decrease these rates at any given time with 1 week's notification given to all Readers.

Readers are paid per minute spent in one to one conversations with customers.

According to the time you log on, you will earn the following per minute of talk time (in ppm):

		7 Days a Week
Day		
	9am – 9pm	24p
Night		
	9pm - 9am	26p

You will be paid each week on Thursday subject to your invoices being submitted by our automated invoice and payment system (if there is a public holiday, banking or other system issue we reserve the right to pay on the next available business day). Please note that you will receive the payment if it is over £10, otherwise you will receive it at the next payment date. If payday falls on a Bank Holiday then you will be paid at the nearest possible date. The working week starts on Monday and finishes on Sunday.

Over the Christmas period, we usually operate a system whereby you may be paid an enhanced fixed rate for minimum shift periods. We will communicate details of this to you separately when appropriate. Any work over this period remains entirely discretionary; you are not guaranteed any

minimum amount of services and fees and have no obligation to provide any minimum level of services.

You will only be paid for the length of time you are talking to a caller and not for any length of time you are logged on to the system where a customer has not requested services.

IV) How to access the system

Once you have passed your Reading test, you will be given a User ID and a PIN that will let you access the system.

User ID: identifies you in the system (number to share with callers)

PIN: your own security number (never share it with anyone)

To log into the system:

From your registered landline number call our freephone log in phone number **08000 759 700** and follow the menu options. The very first time you call the number please be prepared to record your personal introduction.

You can also log in via the following web link:

<https://reader.psychicphoneservice.co.uk/>

Here are some examples:

'Hello, I am Michelle; I am an experienced Psychic Clairvoyant. If you need to know more about Love, I am the right person to talk to; so select me now.'

'If you are concerned about Love or Career, I will inspire you; my name is Sonia, thanks for selecting me.'

To log out:

All you need to do is call back our freephone number and select option 2 to log out.

You will be logged out automatically if you miss three calls in a row. This is to ensure customers do not make further unsuccessful attempts to contact you.

V) Working Hours

As you are self-employed you can work as little or as often as you wish. We operate 24 hours per day, 7 days per week and since we launched all of our nights and days have been very busy. The more often you log on the better the opportunity you will have to develop higher gross earnings. The more often you log on the better opportunity you will have for your regular callers wanting to reach you, therefore maximising your business.

VII) How will customers access the system?

Callers will dial one of our Premium Rate numbers or freephone Credit Card numbers or they start the call through the Internet, using a headset (WebCall). Alternatively, they will access the services through the instant messenger platform via our website.

From there, they will listen to a short message that states that the caller must be over 18, the price of the call and that they must have permission from the person who pays the bill. They will then enter the Main Menu.

From the Main Menu, the caller will either be able to connect to the first available Reader, listen to available Readers online or check to see if a specific Reader is online (thanks to your User ID).

For further details about our service please visit our website (www.kooma.co.uk) and look for the menu called 'How it works'

VIII) How do the customers access me?

You will be given a personal User ID number of 4 digits. This number will let you build a network of customers who will call you again and again.

Do give your 'User ID' at the end of the call if you can. This way your customer can always select you when he/she rings the line. Maybe you would like to give this 4 digit number at the beginning of the call as well. All of this helps to build your business.

You will also have a personal and unique nickname but you can use your own first name if you want. If your chosen name is already in use by another Reader you will have to register a new one.

Note: When the caller chooses no specific reader, the Reader who has been waiting the longest for a call will be the one chosen to answer the call.

IX) Kooma and PSL brands

Since end 2006 PSL has a leading brand called Kooma. PSL and Kooma (our two main brands) are the same in the sense that they allow Premium Rate callers to reach us but they have different tariffs for Credit Card callers.

A prompt at the beginning of every Credit Card reading will tell the reader if it's a 20, 30, 40 minutes or one hour call but Premium lines also have their own prompts.

Lately we introduced new services with different rates so all of the following belong to our psychic product circle:

- Cards of Fortune
- Destiny's Path
- Guiding Star
- Live Tarot
- Love and Relationship
- Spirit Guider
- Spiritual Visions

X) How to conduct the call?

It is important for you to keep the caller interested, as this will affect your earnings. Once you have the customer online, and before conducting the reading, here are some suggested steps for conducting the call:

- 1.) Greetings
- 2.) Introduce yourself by giving your nickname (and ID number if you wish)
- 3.) Ask for the customer's name
- 4.) **Ask for the customer's date of birth or make them confirm they are over 18 years old** (Phone-Paid Services Authority (PSA*) requirement): it will help you to determine if the customer is under 18 and in that case you will terminate the call; it can also give you an idea on the caller's concerns according to his/her age.

- 5.) **Ask if he/she has gained permission from the phone bill payer** to call this number (PSA requirement). If the caller did not, you will have to terminate the call.

- 6.) Ask if the customer has a particular concern or question to ask: people can call about Love, Relationships, Career, Money, etc. or simply want a general reading about their life. **For ethical and legal reasons, you should not provide readings about health, pregnancy, legal matters, accident and death or give strong opinions on anything that is a significant or sensitive matter.**

Please note, as a self-employed Tarot card reader, you are responsible for every call you take so to skip the mentioned PSA regulations risks you being involved in a court case if the caller was underage or has been using someone else's phone.

** Complete regulations available at <https://psauthority.org.uk/>*

XI) Checking your statistics

You can check your stats via Internet.

You have to log in to following website (www.psychicswitchboard.co.uk) - with your user ID and PIN number - where you can check your log in/out time, the amount of revenue you have generated, the number of minutes worked and the number of calls taken. PSL also prepares monthly updates about your stats which you can access or request copies of.

XII) Important guidelines and information

Although it is for you to determine how you carry out services as a Reader it is crucial that you deal with all calls carefully and professionally. The guidelines outlined below help you do this.

- 1.) Before you log on prepare yourself – relax, get yourself in the mood and make yourself comfortable. Remember you will be providing a service to customers.
- 2.) It does not set a good standard to read, eat or be busy with anything else while you are online. This is impolite, unprofessional, will distract you and you will not be able to give all your attention to your caller.
- 3.) It is good practice for all calls to be answered within 4 rings.
- 4.) To protect yourself and our business, no personal contact is allowed with members of the public including sharing any personal details (such as full name, address, telephone number, e-mail address, website detail, nickname used on other sites etc.) in your recorded introduction or during your readings.
- 5.) Never give out and accept any personal information about your callers, yourself or anyone else who is a contractor for PSL. Should a caller wish to complain about the provided services direct them to the helpdesk number: 020 7966 9626. In order to protect Readers and the staff in the office, please do not give out the office address or phone numbers other than the Helpline.
- 6.) Should a caller under the age of 18 come on the line you must disconnect the call. Tarot reading to underage callers is not permitted.
- 7.) Should a caller be distressed or in need of other help, refer to section XIV) ***Numbers to give customers in need of help*** (below)
- 8.) Should a caller start to get abusive then you should stay patient and calm and try to direct the conversation in a different way. If this is not working then suggest to the caller that you are about to hang up and do so. Please also get back to us as we can help investigate the case.
- 9.) All Readers are invited to contribute with ideas and suggestions at all times so feel free to call us or send us e-mails.

XIII) Customer Values

The following will result in your contract as a Reader being terminated with immediate effect:

- 1.) Giving out company access codes or system information to on callers.
- 2.) Any abusive behaviour towards callers, other Readers or any member of staff at PSL.
- 3.) Giving out or accept any personal details such as full name, address, phone number, e-mail address, website address, nickname used on other site etc.
- 4.) Using or divulging any of the highly confidential information shared during readings (except where the callers' wellbeing is concerned).
- 5.) Giving callers other numbers or competitors' numbers to call.
- 6.) Knowingly taking part or instigating conversations that involve people under the age of 18.
- 7.) Entering conversations discussing anything illegal.
- 8.) Complaints received from callers (depending on the severity).
- 9.) Anyone found in material breach of any of the guidelines/regulations from this manual or the PSA Code.

You are not permitted to have Call waiting or BT 1571 (answering machine) service while you are logged on.

All calls are recorded and are reviewed on a regular basis to monitor the services being provided and to ensure regulatory compliance.

We operate a no tolerance policy towards bullying. If you are being bullied/abused by a customer please do report it immediately with time and date of occurrence so we can investigate the case to protect our readers.

XIV) Numbers to give customers in need of help **KEEP THIS SECTION TO HAND**

We encourage responsible use of our services. All readings are provided for entertainment purposes and are not and should not be considered advice or used in substitution of professional help. If you believe a customer needs help dealing with mental health or other problems:

1. You must advise them that the organisations below provide support.
2. When it is the right opportunity the call should be concluded at the earliest point (do not end the call if the customer is in a distressed state).
3. You should immediately report the customer/call to the support team, preferably via a phone call (if you send by email, make sure you receive an acknowledgement). We will deal with it in accordance with our privacy policy and data protection regulations.
4. As standard practice, in an extreme circumstance where you think someone's life may be in immediate danger you should call 999 (and the contact details below):

The customer service team is available every day from 7am to 11pm. In an *emergency* outside of these hours, if you cannot speak to anyone please call 07824 816000 (Nick Sardes) and if unavailable 070 1100 1030 (IT on call).

- **CALM, www.thecalmzone.net, 0800 585 858**
- **Heads Together, www.headstogether.org.uk**
- **Mind, www.mind.org.uk, 0300 123 3393**
- **Papyrus, www.papyrus-uk.org, 0800 068 41 41**
- **Samaritans, www.samaritans.org, 116 123**

Email: pslhelpdesk@4dinteractive.co.uk

Helpdesk (every day 7am to 11pm): 020 7966 9626

Readers' help desk (office hours): 0344 900 1515

For other issues, the following organisations can provide support. If in doubt, refer UK callers to the NHS website. For non-UK customers, please suggest they use the internet to source local support/help.

Problem	Charity	Telephone number	Website
General distress	NHS	via website	www.nhs.uk
	MIND	0300 123 3393/Text 86463	https://www.mind.org.uk
	The Samaritans	116 123	www.samaritans.org.uk
Addictions			
Alcohol	Alcoholics Anonymous	0800 9177 650	https://www.alcoholics-anonymous.org.uk/
	Al-Anon Family Groups	020 7403 0888	https://www.al-anonuk.org.uk/
	Drinkline	0300 123 1110	https://www.nhs.uk/live-well/alcohol-support/
Drugs	Narcotics Anonymous	0300 999 1212	www.ukna.org
	Adfam	0845 1200 660 / 0207 553 7640	www.adfam.org.uk
Bereavement	Cruse Bereavement Care	0844 477 9400	www.adfam.org.uk
	Survivors of Bereavement by Suicide (SOBS)	0300 111 5065	https://uksobs.org/
Missing people	Missing People	116 000	www.missingpeople.org.uk
Relationships	RELATE	Online chat or Telephone Counselling appointment	https://www.relate.org.uk/



Website address

www.psychicswitchboard.com
www.kooma.co.uk

Log in phone number

08000 759 700

Customer help desk number

020 7966 9626

Readers help desk number

0344 900 1515

Help desk opening hours

7am to 11pm, 7 days a week

Your personal User ID number (to share with callers)

Your personal PIN number (password)

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